

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☐ EXISTING POSITION ☒ UNCLASSIFIED

Agency
Number

Part 1 - Items 1 through 12 to be completed by department head or personnel office.

| | | | | |
|--|---|-------------------------------------|--|--|
| 1. Agency Name Department for Children and Families | | 9. Position No. K0231172 | 10. Budget Program Number 629-20110 | |
| 2. Employee Name (leave blank if position vacant) | | | 11. Present Class Title (if existing position) Program Consultant I | |
| 3. Division ISD - Economic and Employment Support | | | 12. Proposed Class Title | |
| 4. Section Support Services | For Use By Personnel Office | 13. Allocation | | |
| 5. Unit System Automation and Communication Support/EBT Unit | | 14. Effective Date | | |
| 6. Location (address where employee works) City Topeka County Shawnee | | 15. By | Approved | |
| 7. (circle appropriate time) Full time XX Perm. Inter. Part time Temp. % | | 16. Audit Date: By: Date: By: | | |
| 8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM/PM To: 5:00 AM/PM | | 17. Audit Date: By: Date: By: | | |

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

| Name | Title | Position Number |
|-------------------|-------------------------------|-----------------|
| Larry McGillivray | Management Systems Analyst II | K0221656 |

Who evaluates the work of an incumbent in this position?

| Name | Title | Position Number |
|-------------------|-------------------------------|-----------------|
| Larry McGillivray | Management Systems Analyst II | K0221656 |

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

After general guidelines are given and understood, the employee is allowed to develop the methodology and procedures for accomplishing the work.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

| No. Each Task and Indicate Percent of Time | E or M | <p>The person in this position has access to protected health information (PHI) under the provisions of the Health Information Portability Act of 1996 (HIPAA) Privacy Rule. PHI must be treated in accordance with the provisions of the HIPAA Privacy Regulation including the requirements for safeguarding, releasing and recording the release of such information. The person will receive training in the provision of the HIPAA Privacy Regulations as they relate to the duties of this position and has signed a confidentiality agreement.</p> <p>In addition to the tasks listed below, the incumbent is expected to communicate the Mission, Vision and Guiding Principles of the agency to peers, clients and the public; identify personal strength and developmental needs to increase job performance and long-term career growth. Continually analyze work processes, seek new approaches and make recommendations to enhance efficiency and effectiveness of the agency. Works in a harmonious and cooperative fashion with other staff to provide efficient and effective customer service. Uses free time as available to assist other staff in the completion of work assignments. Contributes to a positive work environment through a positive, helpful, courteous demeanor towards staff, clients, and the general public. Adheres to appropriate standards of conduct regarding the use of leave and reports to work on time.</p> |
|--|--------|---|
| 1 20% | E | <u>Reconciliation</u> - Prints EBT information from EBT-FIS, SARS or AMA/ASAP systems needed to complete 'daily', 'monthly', 'funds entering' and 'funds remaining' Food Assistance reconciliation reports and enters data on established spreadsheets. Maintains established spreadsheets for completing this information. When differences are discovered, resolution is achieved via system review, discussion and correspondence with appropriate state, federal or contractor staff. Retains supporting documentation and shares reports with EBT manager and others as requested. |
| 2 20% | E | <u>Claims Management</u> - Receives DRIPS (Disqualified Recipient Information Report) forms (ES-524's) from field staff and reviews for completeness and correctness. If incomplete or incorrect, KAECSES (KEES) will be accessed and/or field staff will be contacted to obtain correct information or inform of correct repayment plan and need to send notice. Enters recipient data into the national eDRS (Disqualified Recipient Subsystem) system via the on-line eDRS system. DRIPS information is also used to answer inquiries from DCF field staff, out-of-state inquiries and other interested parties such as Quality Assurance and Management Evaluation. Monitors fraud claim activity (disqualifications) to assure that a DRIPS form is submitted to Central Office, demand letters have been sent to clients and that the correct error type and repayment plan is entered on the OVCA screen on KAECSES (KEES). Workers will be contacted when more action is needed to bring the case into compliance. Applies expunged benefits to outstanding claims on a monthly basis. This will include adjusting claim balances, sending KAECSES (KEES) notices, and sharing expunged documentation with appropriate administrative office staff. Reviews EBT system for EBT benefit repayments daily. Assures that repayment report is printed and supporting documentation is received from field staff and forwarded on to the Central Receivables Unit as per the procedures. |
| 3 10% | E | <u>Benefit Management</u> - Monitors the EBT - FIS systems on a daily basis to check for system errors and assures that they are resolved quickly. This involves contacting ITS and the DCF Business Help Desk and requires the ability to review management information in KAECSES (KEES) and/or KsCares. Monitors systems to assure that monthly cash, food assistance, and child care distributions are sent to EBT-FIS from the State timely. Uses a Microsoft Access database to track aged off benefits. This information is used to answer field staff and out-of-state inquiries as to availability and restoration of benefits. Assists in the technical aspects in replenishment of aged off benefits. Returns aged off benefits to be cancelled to satisfy claims or claim months. Cancels cash, food assistance, and child care benefits, as needed. |
| 4 10% | E | <u>EBT Field Coordination</u> - Investigates inquiries, concerns and problems for DCF field staff, FIS, retailers and ATM owners, and banks that accept the Kansas Benefits Card. Identifies and resolves problems or refers to the correct person or group for resolution. Composes and sends KAECSES (KEES) notices as needed or corresponds via e-mail or telephone to resolve the problems. Assist field staff with EBT case, card, benefit authorizations, and payee issues. |
| 5 10% | E | <u>Disaster Oversight/Returned Kansas Benefits Cards</u> - Authorizes replacement benefits due to disasters using the KAECSES (KEES) following the prescribed KEESM regulations. Review disaster replacement requests for completeness and accuracy. Respond and direct field staff when additional information is needed. Maintain associated records for reporting and audit purposes. When lost or misplaced EBT Benefits cards are returned to DCF, destroy the cards. |
| 6 10% | E | <u>Miscellaneous</u> - Maintains confidentiality of records, establishes and updates materials and records as needed in a timely and accurate manner to establish reasonable audit trails. Updates program, procedure and user manuals timely and is familiar with the areas that relate to the job. Meets with EBT Manager and others to discuss concerns, problems, or other issues. Formalizes EBT and other procedures as needed for back up purposes. |
| 7 10% | E | <p>Responds to out-of-state assistance inquiries.</p> <p>Assist with EBT fraud detection and deterrence efforts. Assists with fraud/trafficking efforts including analysis of data, generation of system notices, and manual card replacements. Use of the FIS Fraud Navigator system to manage alerts, analysis, field office</p> |

8 10%

E

communications, and follow up.

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:

- ☐ () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
- ☐ () Plans, staffs, evaluates, and directs work of employees of a work unit.
- ☐ () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name

Title

Position Number

23. Which statement best describes the results of error in action or decision of this employee?

- ☐ () Minimal property damage, minor injury, minor disruption of the flow of work.
- ☒ (X) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- ☐ () Major program failure, major property loss, or serious injury or incapacitation.
- ☐ () Loss of life, disruption of operations of a major agency.

Please give examples.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Daily contact is common with state, federal, contractor staff, DCF customers and the public for the purpose of responding to inquiries, problem resolution, information gathering and advising staff on guidelines and procedures related to EBT, claims and benefit issues.

25. What hazards, risks or discomforts exist on the job or in the work environment?

The work environment involves only routine discomforts typical of offices, meetings, and training rooms. Occasional lifting of up to 20 lbs. is necessary for the management record files. There may be stress associated with meeting deadlines and responding to staff inquiries and requests.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Personal computer, printer, telephone, and copier used daily.

PART III - To be completed by the department head or personnel office

27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Six months of experience in planning, implementing and monitoring activities relevant to the agency's programs. Education may be substituted for experience as determined relevant by the agency.

Education or Training - special or professional

Licenses, certificates and registrations

Special knowledge, skills and abilities

Six months of experience in planning, implementing and monitoring activities relevant to the agency's programs

Experience - length in years and kind

Preferred:

Three years customer service and EES program experience is preferred. Experience with word processing, spreadsheet and database applications including the ability to create forms, tables, queries and reports. Experience with basic accounting skills.

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification. Must maintain security clearance throughout employment.

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date